Learning Conversation Notes		
Name of Partner:	Date:	
WarmLine Family Resource Center	February 2, 2006	
Number of Children Served:	Ages: 0 yr (16), 1 yr (14), 2 yr (40),	
From Intakes: 186	3 yr (18), 4 yr (18), 5 yr (14)	
Of the 186 children served, 66 were served		
through the ROI process and 120 children		
received direct services.		
When Served:	Gender:	Ethnicity:
June 5, 2005 to present	124-Male	141 - Caucasian
	30-Female	2 - African Amer.
	32-Unkn	29 – Hispanic
		1 – Pacific Islander
		13 – Other

Conversation Participants: Al Millan, Anne-Marie Arrow, Allison Burt, Candace Capron, Jessi Graustein, Don Ferretti, Nancy Baggett, Michael Romero, Heidi Kolbe, Brad Childs, Janey Crider

Outcomes:

- Parents in Placer county will access and use information, community resources, referral to services and supports, and networking opportunities at a facility in Placer County
- Parents will have a greater understanding of the special education process (including the Individual Family Service Plan and Individual Education Program) so that they can advocate for their child's appropriate educational placement and support.
- Parents will receive support and assistance from other parents of children with special needs. Through this support, parents will feel more confident in their experience of raising a child with special needs.
- A Fund Development Plan for financial sustainability of staff salaries of the Warm Line Family Resource Center Placer County will exist and be implemented in 2005-06 (ie. community support campaign and other grants).

Performance Measures:

- Demographics (number of children served broken down by age, gender, ethnicity geography, reported diagnosis, and when services were provided).
- Number of children served who are also enrolled in Early Start.
- A physical location will exist for the FRC in Placer County with resource information available during regular and accessible hours of operation.
- Survey results of (1) parent understanding of the Individual Family Service Plan and Individual Education Program process and (2) the parents comfort level in being able to advocate on behalf of their child.
- Record of parent activities including number of parents who have attended parent events, pictures, and stories shared by parents of their experience at the FRC.
- Funds raised directed towards staff salaries at the Placer County location in 2005-06.

What is this data telling us about achievement of outcomes?

From Nov 30, 2004- Nov 30, 2005, 275 families (unduplicated) with children ages 0-5 have been served in Placer County. This is almost double the number of families served the prior year and the number is increasing.

WarmLine has been able to reach families in outlying areas of Colfax, Lincoln, Kings Beach, and Loomis-Penryn. This program is primarily reaching the south county. Roseville currently contains one-third of the county population.

It appears there is a trend that Lincoln will be the next high growth area.

The majority of children served are in the 2-4 age range, with the highest number of children being served at 2 years of age. This is the age when children transition from Early Start and contact WarmLine for assistance.

There has been a shift since the last learning conversation in that the program has seen some 5 year olds through the intake process. These children may have been identified when entering kindergarten.

More males are served than females. This is expected as males have a higher occurrence of ASD nationally.

ASD, Deaf and Hard of Hearing (DHOH) appear to be the top frequency diagnosis being seen at the WarmLine Family Resource Center followed by Speech delay, Sensory, ADD/ADHD and Vision. Consider breaking out this information by gender. See attached data for more information.

Most children under age 3 who are served by Warmline come from the Early Start Program.

Physical Location: Update

Events are being hosted. Signage has been improved.

There are 2-3 walk-ins daily, and this indicates that the location is accessible.

The facility is being used 5 days a week and one night a week.

Networking opportunities

181 participants attended training events during the summer and fall of 2005. 149 participants attended the social events. Both large and small events have their place. The smaller events allow for more parent interaction and reduced stimuli for the children. Social events allow an opportunity for support networking and for parents to feel a part of the world again. Unstructured events work well timed for days, evenings and weekends. Parents are surprised to know that their special needs children are welcome and it also helps siblings to feel less isolated.

IEP Trainings (43)

Most parents come into the training with very little knowledge of the IEP process. Parents tend to rate their knowledge of the IEP process higher than staff would rate the parents. Pre-training survey indicates 23 of 43 parents were at the very basic level of knowledge, and post-training survey indicates only eight were still at this basic level with varying degrees of learning up the scale. All families have a greater understanding of the IEP process which speaks to outcome 2.

Parent Survey Results (17 of 43 surveys were returned)

More parents are responding to the paper surveys this time than to the electronic survey.

The primary reasons parents indicated they attended the training were to learn about the overall IEP process including the appropriate class placement for their child.

All parents responded that their questions were answered or partially answered.

Of the 17 responses, all parents felt confident or better with their confidence level after the training.

Of the 17 responses, 13 of these parents took action within a month after receiving the training. Reason for two of the four "no actions" is that the IEP is not scheduled until further in the future.

11 of 17 parents have already referred friends to the WarmLine Family Resource Center and the other 6 said they would refer friends.

Financial Sustainability

\$2,155.00 has come from other grants since July 1, 2005.

At mid year, DDS grant budget is being revised to contribute additional staff funding to Placer County approximately \$1500-2000.

Donations received to date that will support Placer staff thru FY 05-06

\$2,425.00 Donations

\$ 210.00 Human Race

\$2,500.00 Golf Tourney

\$5,135.00 Total to date

WarmLine will continue to seek other funding sources.

Future golf tourney and envelope campaign are already on the calendar as well as contribution envelopes in resource materials.

Currently, the Director is writing a California Endowment Grant for capacity building, including staff time.

In what ways will we apply what we have learned from our data?

Families with newly diagnosed children may find it difficult to ask for help. For those seeking help, these families benefit from the support network established by WarmLine by connecting them with other parents. It appears to be a good strategy to serve parents in informal settings to support their connection with other parents.

At all recurring events such as Mom's Night Out, IEP information is being shared between parents. This informal support helps networking between parents and sharing of information regarding how to access other available resources.

Parents are responding to opportunities where parent to parent support is available.

Other points that were made during the conversation:

WarmLine used a recent grant to develop the "Family Notebook". This notebook is an introduction to Early Start and a guide to the WarmLine Program and other resources. Another guide was also developed to help aid parents for the transition that occurs at age three.

Social events motivate parents to start their own support groups increasing access to information and networking and resources.

The program also has the capacity to service Hispanic families and translated materials are available.

WarmLine has been able to use the data gathered for the learning conversation in other grant applications.

Next Steps:

Use new First 5 Placer demographic tool to collect accurate zip code information.

Establish a dollar amount goal to coincide with the performance measure of a having a sustainability plan in place.

Work to gather accurate statistics relating to autism in Placer County and present at the next learning conversation.

Next learning conversation will be Wednesday, August 30, 2006, 9:00 – 12:30.